

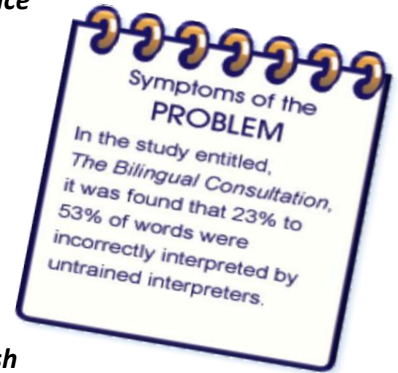


Do you use bilingual staff or volunteers to help individuals communicate with service providers?

Are you sure that those individuals have the right skills to help facilitate effective communication?

Do you know that research shows a decreased level of communication when working with untrained interpreters?

If you value the provision of quality services and opportunity to attain the highest possible positive outcomes when working with individuals who are limited English proficient but also want to tap into internal language talent as a way to leverage resources, consider participating in the.....



Qualified Bilingual Staff Interpreter Training Program for Behavioral Health and Developmental Services Staff

The Qualified Bilingual Staff (QBS) training program was developed by Kaiser Permanente for the purpose of increasing our capability for providing linguistically appropriate services to DBHDS limited English proficient (LEP) patients. The program targets bilingual, dual role staff and trains them in proper interpreting skills during a mental health or behavioral health encounter.

THIS DBHDS TRAINING WILL BE OPEN TO INDIVIDUAL STAFF WHO NEED TO LEARN EFFECTIVE INTERPRETER STRATEGIES, BUILD THEIR TERMINOLOGY AROUND MENTAL HEALTH AND DEVELOPMENTAL DISABILITIES, AND WHO WORK IN THE FOLLOWING SETTINGS:

- **REFUGEES IN RESETTLEMENT**
- **BEHAVIORAL HEALTH**
- **DEVELOPMENTAL SERVICES**
- **SUBSTANCE ABUSE PREVENTION AND TREATMENT**
- **EARLY CHILDHOOD, CHILD, AND ADOLESCENT MENTAL HEALTH AND DEVELOPMENTAL SERVICES**

This three day training is for BILINGUAL STAFF working as informal (ad-hoc) interpreters in your organization, this is NOT a training for professional interpreters.

Materials and lunch daily are included
Maximum 25 participants - register early

Made possible by a grant from



Qualified Bilingual Staff Training Model Frequently Asked Questions

WHAT IS THE QUALIFIED BILINGUAL STAFF (QBS) TRAINING?

The Qualified Bilingual Staff training is a component of a larger model that helps organizations support provide quality language services for limited English proficient (LEP) individuals. The complete model provides internal assessments and trainings that increase the availability and use of bilingual staff in your organization. The goal of the QBS model is to identify, qualify, educate/enhance, mobilize and monitor an internal workforce to improve health outcomes and eliminate health care disparities in your organization. This model was developed by Kaiser Permanente who have now trained more than 1000 bilingual staff across the country. To date, DBHDS has trained over 200 bilingual staff using the modified version for behavioral health and developmental services staff.

The training is a twenty-four hour course recognized as a best practice by the Joint Commission, The Alliance of Community Health Plans, and the Robert Wood Johnson Foundation. It includes a language proficiency assessment and thirteen training modules focused on topics such as quality and legal frameworks, diversity and cultural competence, effective communication strategies, modes of interpreting, standards of practice, ethical standards, managing the session, and more.

WHO SHOULD TAKE THE COURSE?

This is not a course for individuals who want to become full time or professional interpreters. It is for employees who have another role in the organization but are pulled away from their regular duties to interpret when needed. There are several outstanding training programs for professional interpreters in Virginia. For a listing of VDH authorized providers, click [here](#).

WHAT IS THE PURPOSE OF THIS TRAINING?

This training is not meant to replace other language services that your organization is required to provide such as contracted interpreters, staff interpreters or telephonic interpreters. It simply seeks to address the reality that organizations already use bilingual staff as interpreters when needed. This course fills the knowledge gaps for those already being used in an interpreter role.

WHY SHOULD WE MAKE SURE THAT OUR BILINGUAL STAFF ARE TRAINED TO WORK AS INTERPRETERS?

We all know that if there are employees who speak more than one language in an organization, they will be asked to interpret from time to time. The problem is that no one really knows the level of language proficiency that the employee may have to communicate effectively with the individual being served.

Research shows that using people who have not been assessed and trained to interpret impacts the outcomes of any health encounter. Employees who know how to successfully facilitate communication between a provider and an individual can greatly enhance the relationship necessary to do our work. Employees who don't have these skills can actually create a destructive relationship for the provider and the individual.

The QBS training will ensure that employees who are used in an interpreting encounter have sufficient proficiency in both languages to communicate with the individual and that they use effective practices to enhance communication for the provider and the individual.

HOW SHOULD OUR ORGANIZATION SELECT PARTICIPANTS FOR THE TRAINING?

Organizations should review the most commonly encountered languages in their organizations and identify employees that speak those languages. They should consider training the employees that are already being used for interpreting services first.

ONCE OUR ORGANIZATION HAS SELECTED PARTICIPANTS, HOW DO WE PROCEED?

You have two choices regarding how to proceed. In order to get the certificate of completion for this training, you have to complete two steps. One of them is to successfully pass a language proficiency test in the target and source languages (both English and the interpreted language). The other step is to complete the twenty-four hour classroom training. Your organization can determine whether they would like to require that staff complete the proficiency test before or after the classroom course.

There are benefits to allowing a participant to attend the class before they take the exam. For example, if the student goes through the course and then does not pass the proficiency exam, they will have, at the very least, learned the standards of practice and explored the ethics in interpreting and that will be important if your organization continues to use the staff as interpreter.

Another benefit is that during the class, students will be learning additional vocabulary that they will use in health settings. The proficiency exam will cover medical terminology and it may be useful that staff are exposed to this terminology before they take the exam.

The bottom line is that no participant will get their certificate of completion and therefore be in compliance with departmental policy, unless they complete both steps.

WHAT ARE SOME OTHER FACTORS IN ESTABLISHING THE QBS MODEL?

Organizations will have to consider whether they will provide additional compensation to their staff that have successfully completed the QBS training. If the organization has a high need for QBS services, they may also want to establish a process for requesting the services of a QBS, how that the employee's duties will be covered during the time that they are interpreting, and how the organization will do quality evaluations. The Office of Cultural and Linguistic Competence is available to consult on these issues and more related to the implementation and continuing education of QBS.

2014 TRAINING DATES & LOCATIONS

- ❖ **May 13-15, 2014, Virginia Tech Richmond Center**
2810 N. Parham Road, Suite 300, Richmond, VA 23294
Registration Deadline: April 21, 2014
- ❖ **August 12-14, 2014, Virginia Tech Roanoke Center**
Roanoke Higher Education Center, Suite 701, 108 N. Jefferson Street, Roanoke, VA 24016
Registration Deadline: July 14, 2014
- ❖ **September 16-18, 2014, Virginia Tech Virginia Beach Center**
1444 Diamond Springs Road, Virginia Beach, VA 23455
Registration Deadline: August 26, 2014

2014 DBHDS Qualified Bilingual Staff Interpreter Training- Application Form

Please check **only** one of the following training locations:

☐ **VA Tech Richmond Center**
May 13-15, 2014

☐ **VA Tech Roanoke Center**
August 12-14, 2014

☐ **VA Tech Virginia Beach Center**
September 16-18, 2014

Complete the following information to be considered for this training. PLEASE WRITE CLEARLY. *Confirmations will be sent via email.*

Name & Title _____

Division/Department _____

Mailing Address _____

City, State & Zip _____

Phone _____ Fax _____

Email Address: _____

Language(s) _____

Does your supervisor support your attendance in this training? ☐ Yes ☐ No

If so, name and email _____

Are you prepared to take a proficiency test in order to complete this qualification? ☐ Yes ☐ No

Do you understand that you may be billed for the course if you do not take the proficiency test or you fail to show up after the deadline? (Extenuating circumstances are considered). ☐ Yes ☐ No

Do you work in one of the settings listed on the 1st page of this document? ☐ Yes ☐ No

Which setting? _____

Do you work with Refugee populations? ☐ Yes ☐ No If yes, in what capacity? Be specific.

Do you have a clinical background? ☐ Yes ☐ No If yes, in what capacity?

Have you taken an interpreter training course in the past? ☐ Yes ☐ No If yes, what course(s)?

How many times a month do you serve as an interpreter for other staff? _____

Accommodations

- ☐ Please check if you would like a vegetarian/vegan/gluten free option for lunch.
☐ Please check if you will need additional assistance; specify below.

Email or fax completed application BEFORE REGISTRATION DEADLINE to:

Keiana Bobbitt at keiana.bobbitt@dbhds.virginia.gov or 804-786-4146